

- Updates since 8/24: #6, #8 and new draft goal

1. *(Preliminary approval, 8/10 meeting)* The Town Manager shall develop specific recommendations for consideration by the Select Board to address the revenue crisis, including the generation of new revenue; reducing expenses through efficiencies in Town structure and service delivery; negotiating contracts through the collective bargaining process that are reflective of the community's capability and willingness to support; and pursuit of an increased economic development profile to increase the tax base and reduce the burden on residential property taxpayers.
2. *(Preliminary approval, 8/10 meeting)* The Town Manager shall continue to strengthen relationships with UMass and the Colleges, and to actively engage community groups.
3. *(Reflects suggestions from 8/10 meeting)* The Town Manager shall assess the state of communication and morale among staff. The Town Manager shall inform the Select Board of his findings, and of his plans for making any improvements.
4. *(Reflects suggestions from 8/10 meeting)* The Town Manager shall assess the functioning of the Human Resources Department and the Town's Human Resources needs. The Town Manager shall inform the Select Board of his findings, and of his plans to ensure that the organization's needs are fully met.
5. *(Preliminary approval, 8/10 meeting)* The Town Manager shall continue to work closely with the Select Board by helping the Select Board to become more informed; responding to and initiating improved communication efforts; allowing the Select Board more opportunity to provide feedback on policy/practice initiatives and changes before implementation; and involving the Select Board in the determination of collective bargaining strategies.
6. *(Reflects suggestions from 8/10 meeting)* The Town Manager shall create a workplace culture of receptivity to new ideas, in which staff at all levels are expected and encouraged to offer suggestions for improving the efficiency of service provision and resource utilization within and across departments. The Town Manager shall inform the Select Board about the variety of ways such suggestions are being encouraged, collected, considered and implemented. These will include specific mechanisms for feedback collection, as well as how the philosophy and message of encouraging feedback is being communicated to staff.
7. The Town Manager shall **continue efforts to** research and propose ways to collect "customer satisfaction" feedback and suggestions from the public, regarding interactions with staff and departments, and the process of obtaining services and assistance. **SO'K suggests: KEEP, AS AMENDED**
8. **SO'K suggests:** not pursuing a formal goal regarding volunteers at this time.

New Draft Goal: The Town Manager shall assess Town-owned buildings regarding their current use, and anticipated future benefit and liability. He will make recommendations on whether or not it is in the Town's best interest to maintain ownership of each one. If any recommendations are to not maintain ownership, he will suggest how best to proceed.

New goal concepts, to be fleshed out: A new economic development/plan goal, A goal related to bargaining of the new contracts this year